

EMERGENCY COMMAND AND OPERATIONAL COORDINATION CENTER OVERVIEW

8104

(No.52 June 2015)

The key components of Command and Control Centers are personnel, incident command and coordination, incident support, information technology systems, training, the facility and its layout, equipment, forms, agreements, policies, and procedures.

The purpose of the Centers includes but is not limited to:

- Receiving reports of emergencies from a variety of sources
- Allocating resources based on preplanned response criteria
- Modifying resource response based on current information
- Coordinating interagency incident activities
- Supporting the incident or incidents as needed
- Providing internal and external information
- Documenting the activity

Command Center facilities must accommodate and plan for incident variables such as size and growth potential, incident complexity, and duration.

ECC AND OCC STAFFING

8104.1

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Command and Coordination Center Officers and Chiefs are field employees who enter the center to work as specialists. This ensures their familiarity with field operations and procedures, making the Command and Coordination Center an active participant in the Incident Command System.

Shown below are the civil service classifications and number of state-funded positions currently allocated to fill positions at the three different system levels. The number of Communications Operators may vary due to differing utilization of seasonal person-months. Additional positions and/or classifications may be authorized as needed to fulfill contractual dispatching obligations or provide for surge capacity (e.g. Expanded Dispatch).

<u>LOCATION</u>	<u>Chief</u>	<u>Officer</u>	<u>Communications Operator</u>
SAC CC	Deputy (1)	Fire Captain (3)	None
Region OCC	Division (1)	Battalion (4)	Comm. Operators (3-4)
Unit ECC	Battalion (1)	Fire Captain (3-4)	Comm. Operators (0-1)

CONFIDENTIALITY OF EMPLOYEE INFORMATION

8104.1.1

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As an employer, the State of California and its agencies and departments can require all employees to provide certain confidential information, including name, home address, home telephone number, and certain medical information. Furthermore, the State may use this information as necessary to contact the employee for official business reasons.

CAL FIRE routinely has a need to recall employees to work for the purpose of

performing tasks associated with response to emergency incidents. For that reason, certain CAL FIRE employees and Emergency Command Centers (ECCs) must have ready access to employee home telephone numbers. However, distribution of this information to persons who have no official CAL FIRE business reason to possess it will be grounds for disciplinary action.

CONFIDENTIAL AND NONCONFIDENTIAL EMPLOYEE INFORMATION

8104.1.2

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Confidential Employee Information:

Information that may only be used for an official business purpose, but which may not be shared with the public includes home address, home telephone number, and an employee's duty status (i.e. administrative leave, FMLA, HIPPA, etc.). This information must not be disclosed to ANY person who does not have an official CAL FIRE business purpose for using the information. Such information will not be published in any document that will not be under the direct control of employees authorized to possess this information. Such information may be stored in computer files and Emergency Resource Directories, and may be published on pocket cards and confidential telephone lists. However, these documents must only be distributed to or accessible by persons who have an official business need for the information. Such information may also be sent or accessed via computer, but must only be sent to or accessible by employees with an official business need for the information.

Employees with access to or in possession of this information must prevent unauthorized access to it. Further, employees with access to this information may not use it to initiate contact for any non-business purpose. Employee medical information is subject to further restrictions under the Confidentiality of Medical Information Act, Civil Code section 56.

Non-Confidential Employee Information:

Information that may be disclosed to the public includes employee names, position title and work assignment, work location, and work telephone number.

ECC AND OCC TRAINING

8104.2

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The Command/Coordination Center staff skills are developed through specialized training in the classroom at the CAL FIRE Academy, and other training venues which cover theory, policy, procedures, and skills development. This training should be obtained prior to assignment and is required within one year of assignment. On-the-job field experience where knowledge of departmental operations is also important but not required for the position. Continuing professional training may be provided at the Unit, Region, or State level within CAL FIRE, or through other forums.

[\(see next section\)](#)

[\(see Handbook Table of Contents\)](#)

[\(see Forms or Form Samples\)](#)